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# The Barriers of Immigrant Health... ¿Se habla Español?



## Background

Immigration in the United States has been continuous since its inception. Over recent years, with larger cities becoming increasingly expensive and populated, new areas of the country are experiencing significant growth in immigrant populations. South Carolina is no exception. This group of presidential scholars took notice to the fact that the fastest growing immigrant population in the low country of South Carolina is the Hispanic community. The Immigrant Health Group of Presidential Scholars group set out to assess the needs of the primarily Hispanic immigrant population as well as devise a way that their health care needs can be met. The National Council of La Raza (NCLR) Institute for Hispanic Health and Office of Research, Advocacy, and Legislation conducted research that has pointed to three areas of interest for this immigrant group. They are: "1. Latinos are reluctant to use available sources of health care and are treated differently from other patients when accessing care. 2. The primary barrier to accessing health care is related to language and communication issues. 3. Spanish-language media is the best means to distribute information to the Latino community."

With this knowledge, students conducted surveys within the local Hispanic community to assess what the immigrants viewed as limitations in the local health care system. We found many members of the Hispanic community are often unaware of the existing health resources for Hispanic patients. The students decided that compiling a list of all area physicians, health clinics, and associated resources that offer services to Hispanic citizens would be of tremendous value in addressing this immigrant populations' needs. The students created a spreadsheet that details the location, contact information, payment schedules, and other health care resources available to the immigrant population. It is worth noting that upon completion of the project the students realized that the "Hispanic" population simply put, is one component of a larger "underserved" population. This underserved population is primarily composed of individuals that have difficulties accessing healthcare due to socio-economic circumstances. All individuals of the underserved population will benefit from this list created to help the Low Country's growing immigrant population. This list of resources will be a valuable tool for all local physicians and public health institutions. The list will be made available to these groups accordingly.

## Plan of Action

After researching health concerns of the Hispanic population, we decided to survey members of the Hispanic population in the Charleston area. The purpose of the survey was to identify what local individuals in the Hispanic population believed to be their biggest barrier to receiving health care. Our IRB approval number was 18708.

\*To develop the survey, we used previous research to identify common issues identified as barriers to health care in the Hispanic community. The survey was available in English and Spanish.

\*The survey consisted of 6 questions regarding access to health care, where they currently go to seek health care, and an open ended question regarding their perception of health concerns in the Hispanic community.

\*3 members of our group who had taken the CITI Group Miami Course (Anna Louise Sanford, Kiri Nevin, and Ashley Bath) attended the Hispanic Health Fair in North Charleston, SC. We distributed the surveys to people from the Hispanic community that attended the fair.

\*The data from the survey was compiled in order develop a resource for Hispanic patients to better their care. The resource will also be distributed to health care providers, so they can better serve their Hispanic patients.

\*After determining access to health care and cost were perceived as the largest barriers to care, we compiled a list of low-cost and free clinics in the Charleston area.

\*Each member of our group called these clinics to determine the services they provided.

\*The data was compiled in a list to compare the various services each provides.

## Final Distribution Product

Clinic	Cost	Transportation	Speak Spanish	Primary Care	Emergency Services	Dental	Pediatrics	Work/School Physicals	Immunizations	OB/GYN	Mental Health	Social Worker	Pharmacy On-Site	Free Meds
CARES clinic	Free	no	*	✓	no	no	✓	✓	*	✓	✓	no	Some meds	✓ if approved
Charleston Dorchester Community Mental Health	*	✓ Medicaid	✓	✓	✓	No	✓	No	No	No	✓	✓ Case Manager	✓	✓ samples
Crisis Ministries	Free to those at shelter	✓ if referred	No	No	No	No	No	No	No	No	✓	✓	No	*
Dream Center Clinic	Free	No	✓	✓	No	No	✓	No	*	*	No	No	No	*
Harvest Free Medical Clinic	Free	No	✓	✓	No	No	No	✓ only work	No	No	No	No	✓	✓
Health First	*	✓	✓	✓	✓	No	✓	✓	✓	✓	No	No	No	No
Franklin C. Fetter Family Health Center	*	No	✓	✓	No	No	✓	✓	✓	✓ prenatal	✓	✓ Medicaid	✓	✓
Enterprise Health Center (Franklin C. Fetter Family Health Center)	Free or low	No	No	✓	No	No	No	✓	✓	*	No	No	✓	✓
Lowcountry Pediatrics/Adults Health Care (Franklin C. Fetter)	*	No	*	✓	No	No	✓	✓	✓	*	No	No	✓	✓
Sea Island Medical Center (Hollywood, SC)	*	✓	No	✓	No	No	✓	✓	✓	No	No	No	*	No (but offer assistance)
Sea Island Medical Center (John's Island, SC)	*	✓	✓	✓	No	No	✓	✓	✓	✓	No	No	*	No (but offer assistance)
St. James-Santee Family Health Center	*	No	*	✓	No	No	✓	✓	✓	No	No	No	*	*
ECCO	Free	No	no	✓	No	✓	✓	✓	✓	✓	✓	No	No	No (but offer assistance)
Our Lady of Mercy Wellness House	Free	No	✓	No	✓ dental	✓	✓ dental	No	No	✓	No	No	No	✓ samples
Access to Better Children's Dentistry	*	No	No	✓ dental	✓ dental	✓ kids	✓	No	No	No	No	No	No	No
Children's Dental Clinic	*	No	✓	No	No	✓	✓ Ages 0-21	No	No	No	No	No	No	No
Smiles for a Lifetime	Free after \$25 fee per year	No, but along bus route	✓	No	No	✓	✓ Ages 5-18	No	No	No	No	No	No	No

## Survey Results

• From our pilot study, the primary concerns of Southern Latinos from the 2004 National Council of La Raza study were echoed in the local Latino population. The following were commonly cited as barriers to obtaining health care:

- "Cost of service" (80%)
- "No Spanish" (60%)
- "Not sure of available services" (40%)

• A search for local clinics with free or reduced-cost services was conducted.  
• The clinic data have been consolidated into an easy-to-read, two-sided document, detailing clinics' services, specialties, payment policies, and hours.  
• The clinic document has been translated into Spanish, and both English and Spanish versions will be distributed to local doctors offices, pharmacies, churches and other public areas.

## Web Access to Information

[www.musc.edu/hispanicresources](http://www.musc.edu/hispanicresources)

\*For the most current information, please check the web address above.

## Discussion

The survey was used to identify a single primary need that the group felt was something that could be reasonably addressed in the time given: a general lack of knowledge concerning available resources. The group has since compiled a list of clinics and services that will be made available for the long term online (<http://www.musc.edu/hispanicresources>), as well as producing paper copies to be distributed among the Lowcountry health care providers. It is the intention of the group to pass on responsibility for maintaining the list to the Alliance for Hispanic Health at MUSC with the hope that the list will be continuously updated with accurate and relevant information. Already, the response from healthcare providers has been overwhelmingly positive. There has been clear feedback that a comprehensive list was sorely needed and that this resource that will make a difference in the ability of healthcare providers to provide additional information and resources to the local Hispanic population.

## Future Recommendations

- Present information to other community groups that may also be underserved.
- Designate an organizing body to maintain the accuracy of the clinic information on the website listed.
- Upon licensure, encourage new clinics to report their existence to MUSC.

CARES Clinic (The C.A.R.E.S. Clinic)
<a href="http://www.thecaresclinic.org">http://www.thecaresclinic.org</a> 1145 Six Mile Road, Mount Pleasant, SC 29464 (843) 876-7997 Hours of operation: Mon, Tues, and Thurs 6:30-8:00pm *Spanish speaking: Call interpreter. *Flu shot when in stock
Charleston-Dorchester Community Mental Health Center
2090 Executive Hall Rd, Suite 170, CHAS, SC 29407 843-852-3633, 843-852-3640 Emergencies: 843-414-2350, 800-613-8379 (Toll Free) <a href="http://www.cdcmhc.org/">http://www.cdcmhc.org/</a> *ID required *Sliding scale payment. *Psychiatrists, social workers, psychologists, counselors, etc.
Crisis Ministries Health Clinic
<a href="http://cooper.palmettosoft.com">cooper.palmettosoft.com</a> 573 Meeting Street, Charleston, SC 29403 843-723-9477 ext. 111 *Limited to individuals and families from the greater Charleston area who are homeless or have been homeless in the last year. *Free Meds: No, but utilize Wellvista or r54 Wal-mart list
Dream Center Clinic
<a href="http://www.dreamcenterclinic.org">www.dreamcenterclinic.org</a> 5505 N Rhett Ave North Charleston, SC 29406 (843) 225-1115 *ID required. Flu & Pneumonia shots for existing patients. *Limited OB/GYN- no ultrasound. *Free Meds: \$20 per yr. registration fee, then free after that
Harvest Free Medical Clinic
<a href="http://www.hfmc.org">www.hfmc.org</a> 1670 Drydock Avenue, Bldg. 10B, North Charleston, SC 29405 (843) 747-3526 Mon 8:00 AM - 8:00 PM, Tue & Thu 8:00 AM - 5:00 PM (Mon Evening Clinic 4:30 P.M. is walk-in on a first come first served) *Eligibility: 1. No health insurance of any kind, including Medicare, Medicaid, and VA benefits. 2. Annual household income less than \$15000 for 1 person, \$19000 for 2 persons, \$23000 for 3 people, and \$27000 for 4 people (add \$4000 for each additional person)
Health First-Rapid Care
<a href="http://www.healthfirstsc.com">www.healthfirstsc.com</a> 8740 Rivers Ave, North Charleston, SC 29406 (843) 572-5990 *ID required. *Accept most insurance including Medicare & Medicaid
Franklin C. Fetter Family Health Center (Main Office)
51 Nassau Street, Charleston, SC 29403 843-722-4112, 843-722-4802 *ID required. *sliding-fee scale, Medicaid, Medicare and most private insurances. *Prenatal care, well baby care, cancer and sickle cell screenings, home health services, pharmacy, lab work, and referrals for x-rays and hospitalization.
Enterprise Health Center (Franklin C. Fetter)
2047 Comstock Avenue, North Charleston, SC 29405 843-308-2400, 843-744-8936 *OB/GYN: Annual exam only
Lowcountry Pediatrics/Adults Health Care (Franklin C. Fetter)
3973 Rivers Avenue, North Charleston, SC 29405 843-747-8755 (Adult), 843-747-8893 (Pediatric), 843-747-8893
Sea Island Medical Center- Hollywood (Franklin C. Fetter)
6326 Hollywood Drive, Hollywood, SC 29449 843-889-2272 8:30-5:30 MWThF and 10-7 Tuesday *sliding fee scale, Medicaid, Medicare and most private insurances. *Best Chance Network that pays for mammograms and pap smears for those women without insurance. *May offer mail-order prescriptions
Sea Island Medical Center- Johns Island (Franklin C. Fetter)
3627 Maybank Highway, Johns Island, SC 29455 843-559-3676 8:30-5:30 MTuThF and 10-7 Wed Migrant outreach worker - Stephanie Shan (843-559-3676) *sliding fee scale, Medicaid, Medicare and most private insurances. *Best Chance Network that pays for mammograms and pap smears for those women without insurance. *May offer mail-order prescriptions
St. James-Santee Family Health Center
<a href="http://www.scphca.org/centers/sjames.htm">www.scphca.org/centers/sjames.htm</a> 1189 Tibwin Road, McClellanville, SC 29458 843-887-3274 *Medicaid, Medicare and most private insurances and offer a sliding fee discount program for eligible low income families.
East Cooper Community Outreach (ECCO)
<a href="http://www.eccocharleston.org/">www.eccocharleston.org/</a> 1145 Six Mile Road, Mount Pleasant, SC 29464 843-849-9220, 843-849-0943 <a href="http://www.eccocharleston.org/partnering.html">http://www.eccocharleston.org/partnering.html</a> *ID required. *Must live in Charleston. Emergency food pantry, emergency financial assistance for utilities, housing and other economic needs, donated household furnishings and clothing, Chronic illness, diabetes education, emergency dental clinic
Our Lady of Mercy Wellness House
<a href="http://www.ourladyofmercy.org">http://www.ourladyofmercy.org</a> 1664 Brownwood Road (PO Box 607), Johns Island, SC 29457 843-559-4109 Main, 843-559-4493 Appointments, 843-559-8819 *For people of Johns, James, and Wadmalaw Islands who have no insurance, do not qualify for Medicaid, and cannot pay. Basic health care, prenatal care, yearly PAP smear, screening mammogram referral, and dental care, emergency dental
Access to Better Children's Dentistry
1243 Savannah Highway, Charleston, SC 29407 West Ashley in the Parkwood Pediatric Center. 843-573-0733 *ID required. *Prices vary. Medicaid, Partners for Healthy Children, or Headstart (Ages 0-20)
Children's Dental Clinic of Charleston
<a href="http://www.childrensdentistrysc.com">www.childrensdentistrysc.com</a> 6035-A Rivers Avenue, North Charleston, SC 29406 843-572-9909 **Mostly Medicaid or self-pay (all payment is due at time of visit). *Dental care for children ages 0-20 with Medicaid, Tricare, or Partners for Healthy Children.
Smiles for a Lifetime
<a href="http://www.northcharleston.net/pages/Smiles.htm">www.northcharleston.net/pages/Smiles.htm</a> PO Box 221, Allendale, SC 29810 (803) 584-4803 Saturday 8:00 AM - 1:00 PM (3 Saturdays/month) *Eligibility: 1. The child must be a resident of Berkeley, Charleston, or Dorchester counties and a U.S. Citizen. 2. The child must be within the ages of 5 - 18 years. 3. The family's income must meet clinic income guidelines (No private insurance or